

CITY OF TUALATIN

Classification Description

Job Title: Information & Maintenance Services Director
Department: Information & Maintenance Services Department
Reports To: City Manager
FLSA Status: Exempt

SUMMARY: Plans, organizes, manages and provides administrative direction and oversight for all functions and activities of the Information Systems & Maintenance Department. Manages all City Information Services staff including the Geographical Information Systems (GIS) team, also manages the Maintenance Services Division Manager. Provides technical and management expertise to staff and departments. Major functions of the Department include: data custodianship; maintenance and security of the City's information systems and fiber network; coordination and maintenance of existing hardware and operational software; management of citywide computer technological growth; coordination, design, development, implementation, and maintenance of a centralized geographic information system that accommodates use by all departments and the public; coordination, security of the City's website, operation and maintenance of the City's fleet operation, building and fleet maintenance services and inventory control activities, management of the City's solid waste franchise, recycling program, warehouse management, and the Emergency Management Program.. Advises City Manager, City Council and staff on information systems and maintenance services matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Directs development and implementation of Department goals and objectives; Assumes full management responsibility for all Department services and activities,

Provides leadership, supervises and develops capabilities of employees; Based on customer input and needs, the position directs, oversees and participates in the preparation of the Department's work plan; assigns work activities, projects and programs; monitors work flow; and reviews and evaluates work products, methods and procedures.

Directs preparation and management of capital and operating budgets, including monitoring and approving revenues and expenditures; Coordinates entity's centralized technology hardware, software and copier budget.

Oversees, monitors, and participates in comprehensive evaluation and continuous improvement of service delivery. Develops or directs preparation of policies and procedures for services managed by Department;

Communicates with other departments to report and resolve information system and maintenance services problems; consults with department directors to develop system solutions consistent with organizational objectives.

Develops, directs and coordinates procedures and work standards for the department; establishes appropriate service and staffing levels.

Advises City Manager, City Council and staff on information systems and maintenance services matters. Prepares complex public and administrative reports and written correspondence to City

Manager, City Council and others. Makes public presentations before City Manager, City Council and others regarding department services.

Oversees the City's fiber network, and network security including ensuring network integrity, file protection, virus detection and elimination, intruder detection and protection and compliance with security standards.

Oversees technical support and help functions that relate to networks, security, redundancy and connectivity.

Manages and oversees the purchase and implementation of new computer hardware and software, and copiers; oversees the management of all computer servers and ensures security of City's information technology system. Schedules and oversees the installation and testing of software upgrades and/or patches, minimizing impact to organizational operations.

Designs, updates and maintains an information technology master plan; provides strategic advice on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in operational systems.

Directs and manages the implementation of various City-wide computer and software application systems including finance, budget forecasting, payroll, human resources, land-use and permitting, asset management and GIS.

Develops GIS programs that enable data analysis and map production using modern ESRI software, programming and macro languages, and advanced database setups.

Establishes standards for GIS mapping, documentation, data storage and retrieval, programming and overall quality.

Directs and manages the implementation and ongoing support of the City telephone system, voicemail system and cellular services through various carriers.

Oversees the preparation and maintenance of up-to-date documentation supporting assigned and related areas of responsibility. This includes network infrastructure, system blueprints and schematics, procedures and steps for equipment setup, help desk questions and answers and inventory recording.

Coordinates the security functions of the City systems to ensure compliance with PCI, CJIS and other security standards.

Negotiates professional contracting services and other contracts as necessary. Coordinates activities of hardware, software, telecommunications, support, and training vendors.

Develops and implements disaster recovery procedures.

Develops, manages, and administers the City's emergency management program.

Negotiates interagency agreements regarding emergency management. Manages the City's solid waste franchise and recycling programs.

Manages City facilities and equipment including organization of available resources for the maintenance, improvement, maintenance, repair and replacement of City facilities and equipment, and oversight oversight of the City's warehouse.

Drives to city facilities, vendors, training programs, and meetings as necessary.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

SUPERVISORY RESPONSIBILITIES: Provides direct supervision to employees in the Information Services Department. Responsibilities include interviewing, hiring, training and leading employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Occasionally supervises contractors and/or interns.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Bachelor's degree in Computer Science, Information Technology, or other related field. Five years progressively responsible experience in the area of information systems, business systems and/or data management, networking, communications, programming, and system operations management, and at least two (2) years of supervisory experience. Any satisfactory equivalent combination of education and experience may be substituted for the above requirements.

KNOWLEDGE, SKILL AND ABILITY: Thorough specialization in computer sciences to include applications, systems, system programming, computer operations, data recover and security, networks and PC-based hardware and software. Working knowledge of management and administrative practices, computer equipment operating characteristics, and principles of fund accounting. Ability to expertly plan, develop, implement, and manage complex and multi-faceted technical systems, programs and projects, including vendor and consultant contracts. Ability to manage system implementation projects, to analyze information needs of users in unfamiliar specialties, and to troubleshoot technical issues. Ability to communicate highly technical concepts to all levels of employees and public, and to clearly write in a technical and business format. Ability to install and operate computer equipment and software.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or ability to secure possession of, a valid Oregon driver's license.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must

occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/interruptions and moderate noise level. Employee must have the ability to attend night meetings, attend out of town meetings and work a flexible schedule subject to the operational needs of the City.